

Key Functionality of the BMC® Event Manager Integration Module for MS MOM

- Translates MOM alerts into interpretable BMC Event Manager events
- Integrates MOM alerts into the BMC Event Manager event space
- Filters alerts from MOM to BMC Event-Manager
- Requires NO additional HW, SW or training
- Bi-directional data flow and event synchronization
- Closes or Acknowledges event in one system and updates in the other
- Automatic fail-over to other MOM servers in the configuration group
- Guaranteed delivery of MOM alerts to BEM with out-of-box configuration setting (Not SNMP based)
- Forwards MOM alerts to multiple BMC Event Managers simultaneously
- Maps all MOM alert fields except alert history to BMC Event Manager event slots by default
- Supports customizable mapping between MOM alert fields and BMC Event Manager event slots
- Reports communication loss with MOM as a BMC Event Manager event and vice-versa
- Compatible with both MCF V1 and MCF V2
- Supports MOM knowledge base in BEM
- Supports ticket number updating for MOM 2005
- Supports MOM-heartbeat checking
- Cell fail-over/fall-back

▶ KEY FUNCTIONALITY

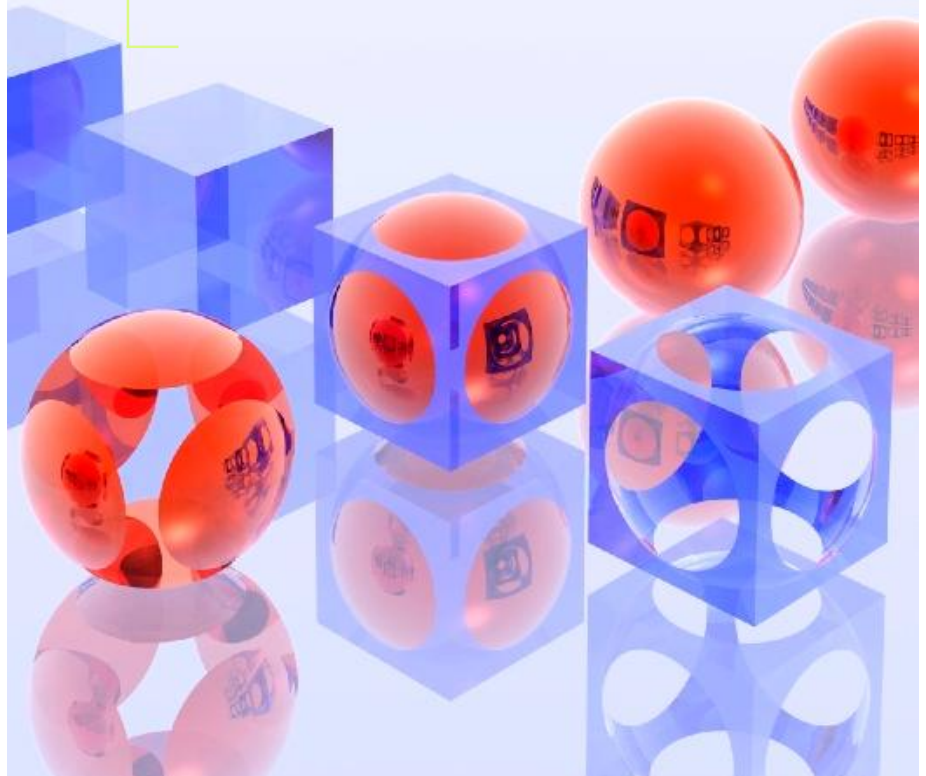
Delivers Comprehensive Visibility and Management of IT Systems

▶ NEW TOOLS FOR MANAGING IT ASSETS

The Integration of Microsoft Operations Manager (MOM) to BMC Event Manager gives organizations unprecedented visibility and management of their IT infrastructure. BMC Event Manager allows organizations to manage IT services from a business perspective by providing detailed knowledge on how IT and business services align to meet a company's overall goals and priorities.

Through the integration, which has been shipping since 2004, MOM events will now populate BMC Event Manager, enabling joint BMC Software and Microsoft customers to understand how MOM events affect the business, thereby allowing customers to move towards achieving BSM.

Microsoft customers who use both MOM and BMC Event Manager can use this integration to enable MOM event data to be viewed, managed and modeled by BMC Event or BMC Service Impact Manager. The customer can then use one console for enterprise-wide Event Management and Service Impact.



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▶ Seamless Technologies MOM Integration for BMC® Event Manager

New Features in Version 2.0.00

- Supports BMC Impact Manager Version 7.0 & 7.1
- Addresses performance and connection issues related to the previous version of BMC II API
- Documentation updated to detail additional configuration options and environment specific tuning
- A utility to configure a MOM cluster environment

INSTALLATION

Requirements	Microsoft Windows 2000 SP1 OR Microsoft Windows XP SP1 or higher OR Microsoft Windows Server 2003 Microsoft Connector Framework V.1 or V.2 installed on Microsoft Operations Manager Microsoft .NET Framework 1.1
Possible Configurations	BMC Integration for Microsoft Operations Manager can be run on: <ul style="list-style-type: none">• Its own server as long as there is network connectivity to BMC Event Manager and at least one MOM server in a MOM configuration group.• MOM server as long as there is network connectivity to BMC Event Manager
MOM Compliance	MOM 2000 MOM 2005
BMC Event Manager Compliance	BMC® Event Manager 3.5.X through 7.1.xx

Frequently Asked Questions

If I don't want to install the integration on MOM server, what is the guideline on where I should install the integration?

We suggest you install the integration in a computer in closer communication with MOM than with BMC Event Manager. The communication between the integration and MOM is via MCF. The MCF security setting in IIS requires the access credential to be included in OnePointOp system group. The communication between the integration and BMC Event Manager is via BMC iIDK. The BMC Event Manager security setting only requires an encryption key, not login credential.

What versions and platforms of BMC Event Manager does the integration support?

The integration supports both version 3.5 through 7.1 BMC Event Manager running on all platforms including Windows-based and non-Windows platforms.

Does the integration use the Windows registry?

The integration doesn't use the windows registry as configuration or as persistent storage. Configuration files are all text based. A Hash table is used for persistent storage.

If I change the configuration file, do I need to restart the integration?

Yes, you need to restart the integration after you change the configuration file. In this release, the configuration file is read only once when the integration started but, after restarted, the integration is able to retrieve all new MOM alerts since last retrieval.

What MOM/Windows privileges does the install/run require? The customer is using locked down W2K servers and every required privilege has to be documented and approved.

The MOM-BEM integration is required to be run by an account belonging to OnePointOp system group. This credential is needed to access the IIS web server which is part of MCF. You can use the same account that runs MOM 2002/2005 to run the integration.

Who initiates a connection? Is it MOM/MCF or BEM? This question is related to firewalls etc.

The integration initiates the connection. It pulls events out of MOM and pushes them into BEM. It also listens for updated events from BEM and pushes them into MOM.

What connectivity is lost? Do MOM/MCF and BEM buffer & resend when the connection gets established?

Between the integration and BEM, the events are buffered at the integration when the connection is lost and resent when the connection is restored. Between the integration and MOM, when the connection is lost, the integration will try to connect to a fail-over MOM. If there is no fail-over MOM, the integration will pull all accumulated alerts out of MOM when the connection is restored.



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